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CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint):

BITA WHITFIELD

Against (Utility name):

SBC AMERITECH

As to (Reason for complaint)

UNAUTHORIZED draft taken from my checking account for my monthly phone bill (i.e. incorrect date, causing multiple NSF and overdraft fees to incur on my checking and bank card accounts.

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

5307 S. Hyde Park Blvd. #1111 00015

The service address that I am complaining about is

5307 S. Hyde Park Blvd. #1111

My home telephone is

(773) 956-4309

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 956-4309 or (773) 386-5730 cell

(Full name of utility company)

Southern Bell

to the provisions of the Illinois Public Utilities Act.

(respondent) is a public utility and is subject

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

On April 27, 2005, I, RITA WHITFIELD authorized an SBC Customer Service Representative to withdraw \$51.92 from my personal checking account for payment of my phone bill.

The agreement was for the payment to be deducted on May 1, 2005, however, the draft was inadvertently withdrawn on April 28, 2005, causing an overdraft to my checking account, and returned check fees as well as late payment fees to my bank card account.

Please clearly state what you want the Commission to do in this case:

I would like a monetary refund for all fees and charges incurred through my bank and my FNB bank card accounts. May 16th, SBC refunded my initial phone payment of \$51.92 back to my acct.

Date July 10, 2005
(Month, day, year)

Complainant's Signature [Signature]

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, RITA WHITFIELD, first being duly sworn, say that I have read the above petition and know what it says.

The contents of this petition are true to the best of my knowledge.

(Signature) [Signature]

Subscribed and sworn/affirmed to before me on (month, day, year) 8-1-05

Notary Public, Illinois



Fabiann Banks

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.